

Division of Workforce Solutions

Service Realignment Strategy

The Department of Commerce's Division of Workforce Solutions has been working over the last year to find efficiencies and improve customer service. Funding sources for division local staff and facilities were reduced or eliminated resulting in a loss of approximately \$25 million. To address this funding reduction, the division has been analyzing its delivery of workforce services throughout North Carolina, aligning administrative costs where necessary, cross-training staff, and implementing new technology to provide guaranteed access to services and overall services improvements.

The Division of Workforce Solutions used a data-based model to determine the distribution of staff and centers around the state. Data used to evaluate the service map include:

- number of people in the local labor force;
- local unemployment rate;
- customer activity levels;
- location of population served;
- staff availability;
- geographic location including proximity of current offices;
- use of technology to extend services; and
- service and procedural efficiencies.

The Division of Workforce Solutions is committed to continuing to provide service to people across North Carolina to ensure that all citizens have access to the workforce development services needed to help people get back to work and/or obtain training to advance their career. Several strategies have been used to reduce the division's expenses to be in line with current funding, while maintain high quality service including:

- relocating to free or less expensive space at partner agencies such as the community college, workforce board offices, or county government facilities;
- negotiating reduced rent with landlords;
- obtaining local financial support from organizations such as county government and local workforce boards;
- reducing the number of staff and/or days at local facilities; and
- merging offices within close proximity.

In addition, all workforce staff from the Division of Workforce Solutions and local workforce boards were cross-trained so that all staff can provide the full range of services. This new integrated service delivery model not only makes the delivery of workforce services more efficient, but it also improves customer service. No longer will customers have to meet with multiple staff to learn about the full range of workforce services.

Technology is also being used to extend service delivery. NCWorks Online was launched in August of 2013 as the state's new job matching system. Individuals can develop resumes, assess their skills, find training, search and apply for jobs, and learn about their local labor market. Businesses can use the system to post jobs, evaluate the skills of applicants, search for employees, and learn about the workforce in their area and across the state.

The service strategies the Division of Workforce Solutions has put in place are helping to find efficiencies and improve customer service across North Carolina.